

Collection Services Specialist 1

DEPARTMENT:	Collection Services
GRADE:	43
CLASS CODE:	CSS1
FLSA STATUS:	Non-Exempt
UNION STATUS:	Represented
REVISED DATE:	June 2019

Summary:

Under general supervision, performs a variety of assistive collection services functions for area of expertise. People in this position will be expected to be cross-trained across the entire Collection Services department and ready to fill in where needed on any given day. Performs various circulation/delivery, copy cataloging, interlibrary loan, acquisition, collection development support, and materials processing functions as assigned or required.

Reporting Relationships and Team Work:

This position is supervised by and reports to a Collection Services Supervisor.

Essential Duties and Responsibilities:

Class specifications are intended to provide a descriptive list illustrative of the range of duties performed by employees in the class. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

1. Performs collection services tasks efficiently across the Collection Services department, assisting in Acquisitions, Cataloging, Circulation/Delivery, Collection Maintenance and Processing, and Interlibrary Loan. Ensures a high quality customer service experience for patrons and staff.
2. Participates in the implementation of Collection Services goals and objectives. Attends and contributes to a variety of meetings, committees, conferences, workshops and seminars as directed. Keeps current with library trends, suggests and helps implement changes to workflows and processes as directed by Collection Services Supervisors and/or Director.
3. Assesses and problem solves questions from staff. Seeks answers and understands when to consult supervisor or department director. Provides excellent customer service in an efficient, professional, and collegial manner.
4. Performs other duties as assigned.

Interlibrary Loan, Circulation & Delivery

1. Coordinates, schedules and fulfills library's internal and external shipments, to include processing, sorting, and receiving incoming mail, packages, interlibrary loans and district materials and disbursing to Service Center and branch staff as required. Serves as primary

contact person with private courier service; liaises with courier regarding damaged items and scheduling issues, reports lost or damaged items and follows through to resolution. Labels, tallies and prepares packages for private courier pickup. Serves as primary contact person with Washington State Library's courier service. Processes, sorts and packages Interlibrary Loan materials being loaned to or by the district. Delivers incoming Interlibrary Loan materials to department for processing.

2. Operates postage meter, making minor repairs or scheduling service as needed. Organizes delivery area space including placement of pallets, bulky items and stacks of boxes to maintain a safe and efficient environment. Provides information to District staff regarding costs/options of postal and other delivery services.
3. Decipher patron inquiries to facilitate the location of requested materials. Utilize WorldCat and other search engines to verify location and availability of materials in all formats (including print, digital, audiovisual, journal and photocopied media). Submits reference, genealogy, and microfilm requests to appropriate reference personnel.
4. Query and provide title verification as requested for Interlibrary Loan patrons. Performs research to locate unidentified items. Determine correct title or author information using district resources. Sort new items marked for purchase, prepare and process identified items for purchase consideration. Submit and process interlibrary loan requests from national and international lenders. Track and updates status of materials requested as needed.
5. Create temporary bibliographic records in ILS; suppress related records and place patron holds on items. Match item requests with materials received; attach barcodes and trigger holds for requesters. Obtain correct citations for journal articles and photocopy requests.
6. Check materials out to other institutions, renew, process and coordinate the return of loaned items, and perform patron record maintenance, issuing recall notices, screening accounts for late or lost items, and assessing fees. Check in print and non-print materials received by vendors
7. Pull holds lists for items held at the Service Center, such as PageTurner Kits, Senior Connect Kits, storage and professional collection items. Responds to questions about circulation from the Service Center. Provides assistance with maintaining these collection. Distributes loaner materials to branches from Master Inventory list, including but not limited to: portable sound systems, display tables, computer and hotspot equipment, banners, canopies, and Public Services inventory items.

Acquisitions & Cataloging

1. Receives and signs for library materials. Matches invoices with purchase orders. Evaluates and sorts materials into categories such as weeds, gifts, bindery, collection maintenance and storage items.
2. Modifies bibliographic records in ILS and download records into catalog. Identifies, recalls and corrects call numbers and cataloging errors. Places titles on hold for review by Collection Development Librarians.
3. Uses the District's Integrated Library System (ILS) for the following: Verify information related to acquisition shipments. Document acquisition order information. Unpacks and

sort materials onto book trucks. Assemble invoices in preparation for payment. Determine if materials meet established guidelines and conditions for mending, binding, withdrawal or addition to the collection. Transfer materials. Check materials in and out. Download bibliographic records. Link barcodes to Acquisitions records.

4. Determine whether current holdings meet established requirements for mending, binding, withdrawal or inclusion in the collection and sort them based on need (weed, gift, bindery, collection maintenance, storage); order replacement parts and repair tools on as-needed basis.
5. Process and label materials according to TRL district specifications in a timely, efficient manner.

Core Skills and Qualities:

Employees are expected to demonstrate the following qualities at all times:

1. Establish and maintain effective working relationships with internal staff, outside organizations, and the general public.
2. Positively reflect TRL's mission, vision, and values to the staff and public.
3. Effective organizational and time management skills, including the ability to multitask, manage multiple projects at the same time and adapt to changing priorities to meet demands of the department.
4. Communicate effectively verbally and in writing.
5. Demonstrate quality customer service.
6. Exhibit reliability and dependability. Demonstrate punctuality and regular and consistent attendance.
7. Demonstrate a positive attitude and flexibility.
8. Work well with others, show respect, contribute to the team.

Required Knowledge, Skills, and Abilities:

Employees are expected to perform or possess the following:

1. Ability to work independently and innovatively in a variety of situations.
2. Understanding of acquisitions, cataloging, circulation/delivery, interlibrary loan, and collection maintenance principles and procedures.
3. Library processes, policies, and procedures relative to areas of assignment.
4. Industry rules and standards governing collection management activities.
5. Customer service standards and procedures.
6. Participating in the development/implementation of departmental goals, policies, and procedures.
7. Establishing and maintaining effective working relationships with library and department staff, other library systems, library patrons, volunteers, Friends organizations and Boards, vendors and professional organizations.

Technology Requirements:

Required:

- Use of standard office equipment, including but not limited to Personal Computer and related software packages to perform analysis, information retrieval and tracking.
- Library technology, resources, databases and software. [depending on need of the department at time of posting: could include Interlibrary Loan software: such as OCLC Worldshare, Tipasa, Clio; WorldCat; OCLC Connexion, Catalogers Desktop, Web Dewey, MarcEdit; Sirsi Dynix Symphony or other integrated library system].
- Intermediate keyboard and data entry skills.
- Ability to navigate, search and use web functions and software applications (i.e., time and attendance systems, performance reviews).
- Basic Microsoft Office Suite skills (e.g., Outlook, Word, Excel) to satisfactorily complete job responsibilities.

Desired:

- Basic Microsoft SharePoint skills.
- Intermediate Microsoft Office Suite skills (e.g., Outlook, Word, Excel) to satisfactorily complete job responsibilities.

Education and Experience:

High School Diploma or equivalent, and one year clerical/general library experience; OR an equivalent combination of education and experience.

Licenses, Certifications, and Special Requirements:

- Must have a valid Washington State driver's license and an acceptable driving record, OR must be able to provide own transportation to and from job, meetings, and related job sites.
- Must pass and maintain a criminal background check.

Physical and Environmental Conditions:

- Work is performed in a library service center environment.
- Subject to sitting, standing, walking, bending, reaching and lifting objects up to 40 pounds.
- Depending on area of assignment, may be required to lift and carry library materials and courier boxes.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions with this job.

This and all TRL positions are subject to transfer, based on library need.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job. Timberland Regional Library is also an Equal Opportunity Employer.